

# IMPORTANT SAFETY RECALL



June 5, 2019

NHTSA Recall No. – 19T-005

Dear Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Cooper Tire & Rubber Company (“Cooper Tire”) has decided that a defect which relates to motor vehicle safety exists in all tires identified in the table below.

<b>Product Name</b>	<b>Size</b>	<b>DOT Serial Number</b>	<b>Brand</b>
Cooper Adventurer H/T CUV	235/65R18	UP LM 1HT 3018-4118	PEP BOYS

The DOT identification number is molded into each tire, and is composed of a DOT sequence, followed by a four-digit DOT date code. As an example, the following illustration shows what this number would look like for one of the affected tires in the chart above (the Adventurer H/T CUV, Size 235/65R18). For this tire, the DOT sequence begins with UPLM1HT ---- and ends with a date code (2-digit week and 2-digit year), which would be 3018 through 4118, inclusive. In the example below it is 3818.



You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires from The Pep Boys: Manny, Moe & Jack (“Pep Boys”). The affected tires may develop a ply cord distortion that could develop into a parting of the lower sidewall compounds extending to the cord material, which may ultimately result in an increased potential of tire failure leading to the loss of inflation pressure, vehicle control and increased risk of a crash. Driving at high speeds may cause this condition to occur and should be avoided until the tires have been inspected and replaced, if they fall within the identification numbers shown above.

Cooper Tire is recalling all of the tires with the identification number(s) in the table above. To insure your safety and satisfaction with Cooper’s product, we request that you return the recalled tire(s) and this letter to a Pep Boys location. If the inspection verifies that you have a tire or tires with the suspect identification number, they will be replaced with the same or substantially similar tires, mounted, and balanced at no charge to you, if you have presented them for remedy within one-hundred and eighty (180) days after (i) receipt of this letter or (ii) notice that a replacement tire is available (if not available at the time of inspection). It is

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expected that replacement tires will be available at the time of the inspection. However, if the tires are not available at the time of inspection, they will be available within twenty-one (21) days. After expiration of the applicable one-hundred and eighty (180) day period, tires will be replaced under our normal adjustment policy.

The time required to determine if the tire is subject to recall is only a few minutes and up to thirty (30) minutes per tire if replacement is required.

Should any questions or problems arise while your tires are being inspected or replaced, please call The Pep Boys Consumer Relations Department at 1-800-PEP-BOYS (1-800-737-2697). We will attempt to be of service to you. In the event you believe we have failed to or are unable to replace your tire(s) without charge to you, as described above, you may submit a complaint to the Secretary of Transportation at the following address: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or phone NHTSA's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153; or go to <http://www.safercar.gov>).

If you've had your tires replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact The Pep Boys Consumer Relations Department at 1-800-PEP-BOYS (1-800-737-2697).

We regret this inconvenience, but are sure that you understand our interest in your safety and satisfaction with your tires. Please see your dealer immediately for free replacement of the recalled tires. Give this letter to them so that it can be returned to us for purposes of this recall.

Sincerely,



William N. G. Geaman, Jr.  
Manager, Consumer Quality Systems

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TO BE COMPLETED BY DEALER

Tire(s) inspected and replaced \_\_\_\_\_  
(date)

Dealer stamp or name and address

**Dealer:** Please complete the above, attach letter to the standard Warranty Return Form and return with the recalled tire(s).